Job Description

Title: **Systems Analyst**
Department: **Administration**
FLSA Status: **Non-Exempt**

GENERAL PURPOSE

The Systems Analyst position is a member of our administrative group and provides support for information technology hardware and software systems deployed throughout the City. The Systems Analyst performs any and all assigned technical level systems administration, including network user administration and help desk.

SUPERVISION RECEIVED

The Systems Analyst position reports directly to the City Manager but receives technical direction and scheduling coverage from the Chief Information Officer.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Install new / rebuild existing physical and virtual servers. Configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Make recommendations for future upgrades.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, smartphones, software deployment, security updates and patches.
- Develop and maintain installation and configuration procedures. Contribute to and maintain current system standards.
- Develop and produce reports on equipment inventory, usage, and repairs. Maintain asset inventory.
- Maintain and update City of Bee Cave IT Knowledge Base
- Maintain network facilities in individual machines, such as drivers and settings of computers as well as printers.
- Research and recommend innovative and automated approaches for system administration tasks. Identify approaches that leverage our resources while improving business processes.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Provide technical support per request from departments. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted departments/end-users.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Maintain virtual server environment and SAN.

- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data centers' environmental and monitoring equipment.
- Perform related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS
Education and Experience:
- Bachelor (4-year) degree, with a technical major, such as engineering or computer science.
- Three to five system administration experience.

License or Certificate:
- Possession of Microsoft certifications is highly desirable.
- Possession of or ability to obtain an appropriate, valid Texas driver's license.

Necessary Knowledge, Skills and Abilities:
Knowledge of:
- Network topologies and protocols including LAN/WAN, TCP/IP, DNS, DHCP;
- PC/Server hardware and software troubleshooting techniques;
- Help desk support;
- Virtual server environments;
- Firewall administration;
- HTML, VB Scripting, Active Directory Administration, MS Server 2003, 2008, 2012;
- Cross-platform computer solutions and software and hardware connectivity issues
- Excellent customer service skills

Skilled in:
- Troubleshooting (PC, server and network)
- Problem solving, analytical and critical decision making
- Customer service

Ability to:
- Work flexible hours.
- Provide excellent customer service;
- Write program documentation including user procedures and instructions for computer hardware systems and software applications;
- Effectively apply technical knowledge of automated systems, hardware, and software in the support of end users;
- Maintain network cabling and connections;
- Maintain work effectiveness and meet deadlines with frequent changes in workload and priority assignments;
- Operate small hand and power tools;
- Communicate clearly and concisely, both orally and in writing;
- Appear for work on time;
- Follow directions from a supervisor;
- Understand and follow posted work rules and procedures;
- Accept constructive criticism; and
- Establish and maintain cooperative working relationship with those contacted in the course of work.

SPECIAL REQUIREMENTS

Must be bondable;
Valid State Driver's License or ability to obtain one

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to frequently stand, reach, lean, twist, grasp, lift and carry, push, pull, bend and kneel, and sit for prolonged periods of time;

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

By signing below you understand the requirements, essential duties and responsibilities, of the position. You also understand this job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. All employees of the City of Bee Cave are employed at-will, unless they have a contract approved by the City Council.

_____   _____

Employee Signature   Date

_____   _____

Supervisor Signature   Date